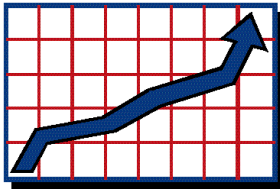


Director's Message

Quality and Continuous Improvement

By Stephen D. Maas



This past year, we in the Central Region have been positioning ourselves to make some physical plant changes that would allow us to focus on areas that we determined required attention for quality improvements. These areas relate to the development of the most efficient and effective methods of delivering our services to our Supportive Service and our Employer customers.

At the end of May we became operational at our new Eligibility Service Center located in Murray. This facility now houses all of our staff who are dedicated to working with those customers who receive some kind of benefit from us; this could include Temporary Assistance to Needy Families, Child Care, Food Stamps etc., and is fairly unique in this arena.

Our challenge was how to change the method of delivering these services to support our philosophy of promoting permanent attachment to the workforce for those who have encountered difficulty in accomplishing this necessary life sustaining goal. In the past, a customer of such services had to periodically physically present themselves to one our Employment Centers in order to re-certify their need for such benefits and services. This has always proved to be very

time consuming for the customer, and now that work is such an important component of our programs, can also take away from and be disruptive to the workplace and employer. This has now all changed. We have taken the concepts developed in the establishment of our nationally recognized Unemployment Insurance telephone claims center and transferred some of the practices to the supportive service program side of our business. The result is that now once a customer establishes the need for services through a personal interview process at an Employment Center, their case is then transferred electronically to our Eligibility Service Center. From that point on business can be quickly and efficiently conducted by telephone and telefax. This reduces the amount of time a customer needs to complete this process. It also means that the customer can conduct this business from either home, or from work without taking half a day. This should allow our customers to better establish themselves in the workplace and be less of a burden on employers when juggling potential time off to accomplish such tasks.

In June we opened our Business Services Center at 1385 S. State Street as discussed in previous editions of this column. We envision this new Center will evolve as the needs of our employers change. We will be holding informational workshops on various topics of importance on-site, as well as having the needed

in this issue

UWORKS Update	2
Supervising Today's Work force	3
Local Employer Recognized	3
2000 Business Expo	3
UTA Rideshare Benefits	4
Economic Events	4
Important Phone #'s	4
UI News	5
ICESA Conference	5
Employer Kudos	5
Calendar	6

We have a new look! The Utah's Job Connection newsletter format has changed in order to provide even more valuable articles to help you, the employer, in the Salt Lake/Tooele county areas!

Labor Market Information and recruiting assistance readily accessible.

continued on page 4

State of Utah
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 1385 S. State Street
 (801) 468-0147
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 Salt Lake City, UT 84115



The Power of Partnership

The development of UWORKS is an enlightening example of public/private sector partnerships. The project required leaders from all levels of government to work with private sector software developers at Oracle, to build a one-stop case management system. The project, entitled "UWORKS," has been under development since September 1998.

Driven by massive changes in federal welfare reform, the UWORKS system is designed to link end-users to a central information repository containing almost any type of data they might need. Currently, DWS employment counselors must navigate through multiple systems to provide services formerly delivered by five separate agencies. The new system will simplify things considerably.

"The evolution of the welfare program was focused more on employment," said John Davenport, Information Analyst for DWS. "When Congress passed the Welfare-to-Work Program it provided additional funding for the most needy individuals along with job training; this meant we had to handle multiple functions."

Specifically, UWORKS is a case management system that supports the capturing of data about job seekers, employers, and service providers to support meaningful employment for the job seeker.

Functionally the system tracks the job seeker through such phases as intake, assessment, program eligibility, employment planning, activity funding, job search and placement.

Oracle was chosen because it

We're on the web!

*See this newsletter
and others at:*

<http://north.dws.state.ut.us/empnews.htm>

<http://central.dws.state.ut.us/newsletter/cennewslet.htm>

<http://mountain.dws.state.ut.us/newslet.htm>

<http://east.dws.state.ut.us/newsletter/newslet.htm>

<http://west.dws.state.ut.us/newsletter.htm>

could design and develop a large, multi-task database that contains all of the Workforce Investment Act information and Welfare Reform information in one place.

The overall purpose of the project is to develop an automated job matching and career counseling system that will provide

UWORKS will provide automated job matching and career counseling to better serve job seekers and employers alike.

accountability, tracking and reporting of all services provided by our Employment Centers (Utah's One Stops) and the Internet (self-service or "No Stop").

The system is being designed to support Utah and other interested states in the delivery of employment and training services. To provide the information the system must have the ability to transfer assets and communicate with other systems. This

means Utah's system has to be available to other states as well as the federal government.

Developing UWORKS was a major undertaking that would not have been possible without successful partnerships that are almost unprecedented in today's highly competitive and regulated climate. "It took a lot of coordination and cooperation with all of the entities involved," stated Paul Peterson, Senior Systems Analyst with DWS. "We worked with the Labor Department, Human Services and the Department of Agriculture, as well as with the various entities in Oracle and America's Job Bank."

The arrival of the completed program is very much anticipated by employment counselors and front line staff. UWORKS will go a long way to reduce stress. "We are excited about the ability to use technology to further the success of our customers," said Robin Parker in the Cedar City Employment Center.

Statewide implementation of UWORKS is scheduled for this month.

Supervising Today's Workforce

Due to ongoing demand, two additional sessions of the 12-hour training program entitled "Supervising Today's Workforce" has been scheduled. This training program will be offered in three four-hour sessions, on August 17, 24, and 31. The first session is from 8:00 a.m. to noon; the second session is from 1:00 p.m. to 5:00 p.m.

The objective of this program is to enhance supervisory performance for entry-level supervisors and lead workers. The following topics will be covered:

- Conflict Resolution Skills
- Supervision of Former Co-workers
- Diversity Training
- Crisis Intervention Skills
- Understanding Basic Human Behavior
- Coaching Skills
- Fair Employment Practices
- Disciplinary Skills
- Identify & Respond to Barriers to Employment at the Workplace
- Work Maturity Issues
- Substance Abuse
- Mental Health Issues
- Family Violence
- Disabilities

The cost is \$150.00 per participant (\$125.00 per participant for two or more). On-site training is available for 10 or more. Training will be held at 1385 South State, Salt Lake City. To register, call John Williams at 468-0170 by August 14.

Local Employer Recognized

IAPES (the International Association of Personnel in Employment Security) is a worldwide organization of professionals employed in public and non-profit programs that provide Employment Services, Unemployment Insurance, Labor Market Information, Job Training and a variety of services related to the workforce needs of citizens, businesses and organizations.

Founded in 1913, IAPES predates much of the United States legislation that created and consolidated many of the programs that now comprise the national workforce development system. It is the oldest and most widely recognized organization for professionals working in employment programs, providing a myriad of services, benefits, educational programs, legislative awareness activities and recognition avenues for members and their organizations.

Recently IAPES recognized Elyce Mouskondis, Chair Emeritus for the Central Region Council on Workforce Services with their distinguished Citation Award.



Stephen Maas presents the IAPES Citation Award to Elyce Mouskondis

The nomination for Elyce read: "Elyce transitioned from the Private Industry Council to serve as the Chair of the Central Region Council on Workforce Services when DWS was established in 1997."

Those were difficult times for council members throughout the state; however, Elyce was able to remain calm during the turbulent times and stayed focused on DWS' mission and vision and the role of the council in assisting DWS in accomplishing its charge. Elyce was relentless in her belief that there was a role for the council and because of her belief and strong leadership, the Central Region Council was able to move forward and accomplish many things.

Some additional comments in her nomination were: "the Premier Employer Concept was adopted, which delineates services the Employer Services Unit... provides to employers; Elyce is an advocate for adequate child care; Elyce is Vice President of Nicholas and Company, a company committed to serving the needs of the community by hiring TANF (Temporary Aid to Needy Families) customers."

Business-to-Business Expo A Huge Success

Members of the Salt Lake Employer Committee (SLEC) and DWS employees "staffed" the DWS



booth at the Business to Business Expo in May. Over 500 local businesses visited our booth and received valuable information about Employer Services available through DWS.

Those attending the opening night ceremonies received an inspiring speech by Mr. Lee Iacocca. Networking opportunities were abundant, as were food, games, fun, and entertainment. One of Utah's

favorite celebrities, Bryon Russell of the Utah JAZZ was also in attendance. Two of DWS' most loyal fans jumped at the chance for a photo opportunity with the basketball great!

Thanks to the volunteers for their support in this event.



UTA Rideshare - Another Employee Incentive Program

UTA Rideshare serves as the branch of the Utah Transit Authority specializing in alternative transportation. UTA Rideshare helps employers and individuals reduce commuter trips by setting up programs in:

- Alternative Work Hours
- Telecommuting
- Bicycle Commuting
- Bikes on Busses
- Walking
- Eco Pass/Co-op Transit Pass
- Car-pooling/Van-pooling Match List
- Guaranteed Ride Home
- No-Interest Van Loans
- Van Leasing

Rideshare specialists come to your work site and fully train and support an Employer Transportation Coordinator (ETC). ETCs in turn act

as front-line transportation problem solvers by reducing commuter trips and drive alone rates for their employers and coworkers. Among the tools ETCs use is the match list (a matching of similar profiled individuals for convenient car-pooling or van-pooling). In addition, ETCs help administer Eco Pass and Co-op programs for their coworkers.

Other tools, combined with the expert support of UTA Rideshare Specialists, allow an employer, or an individual, to make a tremendous difference in everything from air quality to personal productivity. UTA Rideshare is an integral part of UTA, and plays a crucial role in improving the quality of life for all of us who live or travel along the Wasatch Front.

UTA Rideshare's programs are developed, administered, and maintained through the Utah Transit Authority's offices at 3600 S. 700 W., SLC. For more information please contact a UTA Rideshare Specialist at (801) 262-5626 or Email utabus@utabus.com.

Director's Message

continued from page 1

One of our first major tasks will be to educate employers about the new services that will be available through the Internet with our new UWORKS computer system that will be coming on-line this summer. You as an employer will have the ability to list your jobs as well as search our applicant pool database directly from your computer at any time of day, as well as a host of other services. Announcements about such services and training opportunities will be coming to you soon. Please stop in and visit us!

These changes in service delivery methodology should propel us towards a higher level of Quality Service to our customers and give us new opportunities to measure and work towards Continuous Improvement so that we may serve you more effectively in the future.

Important Phone Numbers

Child Care Outreach:	801-526-4342
Contributions:	801-526-9235
DWS Administration:	801-526-9675
Job Order Fax Line:	801-468-0070
Job Order Phone Line:	801-468-0097
Labor Market Info:	801-526-9340
New Hire Reporting:	801-526-4361
Rapid Response:	801-526-4312
UI Benefit/Tax Info.:	800-222-2857
DOL Wage/Hour Div.:	801-524-5706
Utah Labor Commission:	801-530-6801
Workforce Council:	801-468-0095
WOTC Tax Credit:	801-526-9484

Business Consultants:

Laureen Royle	801-567-3940
Sherrill Chapman	801-269-4762
Cassy Hahn	801-536-7173
Trina Griffith	435-833-7327
Stephen Chesley	801-468-0020
(OJT, E-1, Apprenticeship)	
Karen Gardner	801-468-0260
(Welfare-to-Work, Internship)	

Economic Events Impact Businesses

Economic developments in the Central Region may uncover new business opportunities or reveal the potential to develop a new customer base. To help our customers stay informed, the Economic Data unit within DWS maintains an Internet website where selected current economic events for our area are displayed: <http://wi.dws.state.ut.us/Regions/central.htm>.

Mark Knold, the DWS Regional Economist for the Central Region, gleans economic events from local papers and other business sources. They are listed in chronological order on the above website, and are updated regularly. By regularly checking this, you can stay abreast of developments that may impact your company.

New Unemployment Insurance Web Pages for Employers

You need answers. Fast. The answers to most common questions asked about Unemployment Insurance (UI) quarterly wage reporting and tax filing are now available at your fingertips. Last month, the UI Contributions Section quietly introduced new web pages under the Unemployment Insurance heading of our website @ www.dws.state.ut.us.

The website contains instructions, definitions, requirements and forms related to state unemployment tax. Employers and tax professionals can quickly find the answers to such questions as:

- What are the minimum and maximum tax rates?

- How does a new employer establish an account?

- What is the current taxable wage base?

The employers' list of menu items includes UI Employer Registration, UI Tax Rates, Quarterly Reporting, Tax Forms, UI Tax Publications, Employer Appeals, UI Rules, UI Laws and Contact Us!

Response has been positive; one employer called immediately to say that "all the information... needed was there and was very accessible." Information continues to be added to the new web pages, and plans are under way to offer on line transaction of most UI reporting and filing activities by July 2002.

We're in the spotlight...

DWS will host the Interstate Conference of Employment Security Agencies (ICESA) Annual Conference in September. Workforce development representatives from around the nation will enjoy a reception and dinner at the Olympic Sports Park, entertainment by the USA ski-jumping team, a tour of the LDS Visitor's Center, and a performance by the world-famous Mormon Tabernacle Choir. The conference will be held at the Little America Hotel. For more information, contact Tracey Leetham at (801) 526-9204.



it's only a myth...

Myth #4:

Workforce Services has only low skilled or entry level applicants.

Reality:

Recent data shows a year-to-date total of 55,971 applicants registered for services at our Employment Centers. Those applicants represent the full spectrum of professional and non-professional skill levels.

During that same time period there were over 49,706 job openings received as well as 3,746 first-time employers served.

Watch for more myths in upcoming editions.

Kudos...

"Thanks for taking a little stress off a small business person...I was doubly impressed with your added effort to put me at ease and answer my [UI tax] questions. This level of service is not experienced every day in government or in business. I hope you will share this letter...to indicate my appreciation for your professional proficiency."

*H. Gray Otis
Heritage Hardwood Floors
American Fork*

"I have never seen an employment agency that has worked so hard to help with recruitment."

*Darin, Manager
New Winger's in Tooele*

"Thank you for hosting the Taylorsville City and DWS Job Fair. The feedback received has been very positive. All 16 employers were very impressed with the customer service and quality of your staff...and have requested we do this again."

*Bruce Wasden
Taylorsville City Council Member*

"I would like to thank you and your staff for your assistance with our study on One-Stop Career Centers...The staff at the Metro, So. County, Provo North, Kanab and St. George centers were very helpful and attentive."

*Gale Harris
U.S. General Accounting Office*

Utah Department of Workforce Services
Executive Director's Office
140 East 300 South
Salt Lake City, UT 84111

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Central Region Calendar

JULY

- 4th - Independence Day Holiday
- 12th - Better Your Business
Workshop (Lowering U.I.Costs)
- 13th - General Job Fair/Metro EC
- 19th - TEC Meeting/USU Tooele
- 24th - Pioneer Day Holiday

AUGUST

- 2nd - SLEC Meeting - 7:30 a.m.
- 3rd - General Job Fair/Tooele EC
- 11th & 12th - Care Fair 2000:
Horizonte Learning Center
- 16th - TEC Seminar/Eagles Nest
- 23rd - Customer Service Job Fair/
South County EC

SEPTEMBER

- 4th - Labor Day Holiday
- 13th - Better Your Business
Workshop (UWORKS Internet
Recruiting)
- 20th - TEC Meeting/USU Tooele

SEPTEMBER (Cont.)

- 21st - General Job Fair/Downtown EC

Better your Business Workshops are free informational meetings hosted by the DWS where our local experts demonstrate and/or instruct employers on the different programs available to them through DWS. Meetings are held at 1385 S.State Street,from 7:30 a.m.- 9:00 a.m.Pre-registration is required.

Salt Lake Employer Committee (SLEC) and Tooele Employer Committee (TEC) Seminars are luncheon-presentations held quarterly. The cost is \$25/per person (SLEC),and \$15/per person (TEC). Topics include Labor Law Updates, Hiring Rights, Employer Handbooks,Recruitment & Retention,etc.

For locations,information and/or registration processes for any of the events,please visit our web-site at www.dws.state.ut.us, call the Employer Services Unit at (801) 468-0174,or call your local DWS Business Consultant listed on page 4.